

# Your Right to a Safe Environment

Learning Links recognises and supports your right to access services in a safe setting

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## **Our commitment to providing safe environment**

At Learning Links, the safety of our staff, customers, clients, contractors, and visitors is our highest priority. We know we have been successful when we achieve “No Hurt, Harm or Alarm”.

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## **Your right to a safe environment**

You have the right for you and your child to be free from harm and to let us know if you have any concerns about safety. You can do this by raising an Incident Report.

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## **How to raise an incident report**

You can raise an Incident Report:

- Via the “Contact Us” button on the Learning Links website.
- By asking a Learning Links staff member for an Incident Report Form to complete and return to us.
- By asking a Learning Links staff member to complete an Incident Report Form for you.

We will conduct an investigation on your behalf and get back to you about your concerns.

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## **How we manage an incident**

The wellbeing of you and your child is our priority. If an incident occurs, we:

- Provide support and assistance
- Make sure you and your child are safe
- Look after the health and wellbeing of you and your child

We record what is said and done during the incident including:

- A description of what happened
  - Who witnessed the incident
  - When you told us about the incident
  - Informing Learning Links management
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## **How we manage an emergency or disaster**

Your child’s wellbeing is our priority. If an emergency or disaster occurs, we:

- Work with you to identify any concerns
- Make sure your child accesses the support they need
- Have a Care Plan in place for your child
- Work with you to support your child’s social and emotional wellbeing
- Deliver supports online where preferred
- Aim to allocate a different professional to provide supports
- Develop resources you can use at home with your child
- Refer you to external agencies and professionals who can provide support if required